

AMENDMENTS TO THE CLAIMS:

The listing of claims will replace all prior versions, and listings of claims in the application:

LISTING OF THE CLAIMS

1-8. (Cancelled)

9. (Currently Amended) ~~The packet switched call center communications system according to claim 3 wherein said processing of said questionnaire includes means for~~ A packet switched call center communications system for delivering voice over Internet Protocol telephone calls to any of a plurality of attendant positions serving a subscriber, comprising :

feature server means operable incident to an incoming call arriving to said subscriber for submitting a respective subscriber-defined questionnaire to a caller, said means including a data base administrable by said subscriber, said means permitting formulation of said questionnaire and access to said data base by any of said attendant positions;

said feature server processing a questionnaire returned by said caller including indexing the questionnaire according to the directory number of said caller to ascertain the nature or purpose of said call and conducting text spotting searches of said questionnaire to ascertain the name of a party associated with said subscriber and searching said data base to locate a directory number corresponding to said name; and,

said feature server being responsive to said processing of said questionnaire for displaying to said attendant positions a queue of calls incoming to said subscriber, said display including the nature or purpose and priority of each incoming call.

10-11. (Cancelled)

12. (Currently Amended) ~~The packet switched call center communications system according to claim 3 wherein~~ A packet switched call center communications system for delivering voice over Internet Protocol telephone calls to any of a plurality of

attendant positions serving a subscriber, comprising :

feature server means operable incident to an incoming call arriving to said subscriber for submitting a respective subscriber-defined questionnaire to a caller, said means including a data base administrable by said subscriber, said means permitting formulation of said questionnaire and access to said data base by any of said attendant positions;

said feature server processing a questionnaire returned by said caller including indexing the questionnaire according to the directory number of said caller to ascertain the nature or purpose of said call; and

said feature server being responsive to said processing of said questionnaire for displaying to said attendant positions a queue of calls incoming to said subscriber, said display including the nature or purpose and priority of each incoming call and said means for displaying includes means controllable by any of said attendants for altering a priority accorded to any of the calls in said queue.

13. (Previously Amended) The packet switched call center communications system according to claim 12, wherein an individual call may be accorded a priority within the call queue that is frozen such that no subsequent call may reduce the individual call's position in the queue.

14. (Previously Amended) The packet switched call center communications system according to claim 12, wherein the calls in said queue may be accorded relative priorities according to a calling-party-defined urgent call status.

15. (Previously Amended) The packet switched call center communications system according to claim 14, wherein said call queue permits calls from return callers to be accorded a queue position which takes into account the call's queue position during a previous call.

16. (Previously Amended) The packet switched call center communications system according to claim 15, wherein a return call is advanced within the call queue to a value equal to its position in a previous call queue.

17. (Previously Amended) The packet switched call center communications system

according to claim 14, wherein said call remains in the call queue at a lower priority following receipt of said a call back request.